



Legal/Best Practice	
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Skill Builder	✓
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Career Builder	✓
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Management and Supervisory – Communication and Assertiveness

Course Code: CTO62

This course will enhance delegate's communication and inter-personal skills, with the aim of increased business success.

Course at a glance

- Recognise the link between assertiveness, confidence and self-esteem
- Handle difficult situations and people confidently
- Become aware of body language
- Identify the best approach when voicing ideas and opinions to colleagues
- Deal with criticism, confrontation, anger and negativity effectively
- Develop techniques for better working relationships
- Course assessment and review

	At Brandon Training Centre	On-site
Duration	2 days	2 days
Cost	£200 + VAT per day	£1,800 + VAT per trainer per day on-site
Minimum number of delegates	1 – attending an Open Course Booking	8
Maximum number of delegates	12	12
Certification	Brandon Training Certificate with Training ID Card. Records are available to view on-line	

Note: All pricing is based on Per Delegate rates unless otherwise indicated. For more information or to book a training date, please contact the Training Team on: 01179 718 555 or www.brandontesting.co.uk